

**Minutes of the Information Management Panel**  
**Friday, July 23, 2004**

Bruce called the meeting to order at 8:30 a.m.

**Present:** Supervisors Genia Bruce, Duane Paulson, Bill Mitchell and Citizen Keith Pickens. **Absent:** Supervisor Jim Behrend

**Also Present:** Information Systems Manager Michael Biagioli, Web Master John Zur, Legislative Policy Advisor Mark Mader, Office Services Coordinator Windy Jicha.

**Approve Minutes of June 11, 2004**

**MOTION:** Paulson moved, Mitchell second, to approve the meeting minutes of June 11, 2004. **Motion carried:** 4-0

**Future Meeting Dates**

- September 24, 8:30 a.m.
- November 12, 1:30 p.m.
- December 10, 8:30 a.m.

**Update on Web Content Management**

Zur said they did another RFP to find a consultant for Web Content Management. They received five responses of which three were qualified. Quotients from Maryland was selected. Staff from Quotients are coming to Waukesha County for three weeks starting on August 2 to do an initial analysis. Quotients staff will develop a plan and then review it with county staff. Finally, consultants will come back for a ten-week period to make final adjustments and release it by the end of the year.

Mitchell said the base work is important. Will they show us a sample and how it works? Zur said Quotients will set up workflow templates using the metadata we provide.

Paulson asked how much will it cost for the first three weeks of analysis? Zur said it will cost approximately \$15K. Paulson asked did we choose the company because they charged the least? Zur said the selection committee didn't see the prices when they selected the company. Biagioli said the cost weighs in at 25% of the decision. Paulson said a lot of times because of how we do things; we end up with the cheapest company. Zur said we haven't actually selected the consultant for the final ten weeks of the project. We would like to continue using Quotient if all goes well during the first three weeks of service.

Paulson asked what do we get for our money? Zur said we don't have a good workflow or audit trail on our current system. We spend 20% of one IS FTE and 40% of another to maintain this system. We expect to reduce IS involvement to 10% of one FTE to work on this application.

Mitchell said the initial package will give the departments control over their web pages. Biagioli said his department spends a lot of time customizing web content. This new system will give us recoverability through an audit trail. Zur gave an example of an audit trail for posting minutes. An audit trail will tell us when and where things are posted to the Internet including updates in case data is changed externally and the county is questioned about the validity of postings. Biagioli said this application will also produce an audit trail for policies, procedures and ordinances posted to the Web.

Bruce asked how much will the final ten weeks of the project cost? Zur said consultants cost \$130 per hour. Bruce asked what is the cost savings for lesser IS staff time? Biagioli said we will no longer do custom-developed Web screens and can put our resources somewhere else. It's a better utilization of our current staffing resources. We created a great Web site but it is all custom developed and the original resources are

needed to maintain it. The new applications will allow departments to update their WebPages so IS staff can concentrate their time on other matters. Zur said there is a three-year turnaround to get the cost of staffing back.

Pickens asked what about the cost of training department staff? Zur said it is part of the cost for the ten weeks. It will be set up so the consultant can streamline what users need to do. We will train staff on the specific items only. Pickens said you made the decision to hire them on how well they knew the product. Do they have the business knowledge and workflow to do this? Zur said their resume shows they know the information. Biagioli said interviews and references were key to the selection.

Mitchell asked why did you bring in a consultant? Zur said we aren't able to allocate the internal resources to complete this project.

### **Status Report on Web-Imaging Database Correction for Environmental Health**

A consultant is upgrading the system from Visual Basic to Visual Basic. Net. The system was not providing us with adequate information on replication services or a good audit trail. We are upgrading to Visual Basic.Net because it allows us to pull data base information from sequel server and keep an audit history of the replication history.

Zur said the consultant should be done the first week of August. Testing by users will take place in August and it should be ready the first week in September. Biagioli said he will give an update on this at the September meeting.

### **Update on New Go Live Target Date for the Communications Center**

Biagioli said the Communication Center will go live August 17. The go live date was delayed because Communication Center staff were not comfortable with the CAD services. In the LACS dispatch area, there were gaps in address information. The major errors identified in this system that have been addressed by Spillman to Tuma's satisfaction. On July 13, the LACS dispatchers became county dispatchers but remained at the LACS location. These dispatchers have begun training at the Communications Center. Testing began on the 911 cellular call system phase II including working with all the major cell phone providers in the county. The Communication Center is handling all 911 cellular calls. They were recently able to position a cellular 911 call to an accident on I94 within several feet. All security for the Communications Center has been activated. Only authorized personnel are allowed into the center.

As of July 21, the original 61 issues with the Spillman system have been identified, resolved or scheduled for enhancement releases. Spillman has worked with county staff on workarounds that can be used until the enhancements are installed. LACS data has been installed. The mapping set up and LACS WAN were tested on July 21. The City of Waukesha signed the hot backup agreement on July 21. The county and city will work as hot backup for each other. All agencies can access law records and CAD. We delivered hard copies of operating procedures to all agencies outlining what departments should do to make sure they have connection to the WAN before calling county staff for help. Of the 28 agencies, Brookfield is the only one with IT staff. We are charting five to ten disconnections per day for agencies without commercial ISP connections.

Next week they are working to convert data from the City of Brookfield for the law records conversion. The Sheriff's Department will come on board the last week of December and the City of Brookfield will come on board 30 days after that. Sheriff's Department dispatchers will be trained at the Communications Center during their off shifts.

Paulson said dispatching to intersections that divide municipalities will always be a problem. Biagioli said it will get better over time. On cell phone calls, the caller will tell you where they are and we will be able to tell where a call is coming from. We will dispatch to that site. The emergency responders will have to determine if it is in their jurisdiction. Paulson said this will always be a problem and the first time it happens there will be hell to pay. Once emergency equipment is dispatched, it can't be turned around. You may have two to three emergency responders at one emergency site all from different localities. Biagioli said if someone calls and says they are at 123 Main Street and they don't know which community they are in, as a dispatcher you would have to dispatch to all communities with an address of 123 Main Street. This may dispatch five different units to various 123 Main streets unless the call is made from a cell phone. One call could create multiple dispatches just to find where the incident actually occurred. The GIS staff is developing a polygon area so if someone calls in saying there's a fire eight doors down, the dispatcher can check on a map the address and dispatch a fire personnel accordingly. Paulson said there will be some dispatch errors such as dispatching to the Country Inn versus the Comfort Inn due to caller error. This will make the system look bad.

Biagioli said we have been contacted by one nonparticipating PSAP to see what it would cost to join the Communications Center. The PSAP was amazed at the cost of joining and the lack of an annual fee. If they decide to join, they will have to wait until all agencies have been converted and active in the system.

#### **Update on the Production Installation of WiSACWIS**

Biagioli said HHS came up live with WiSACWIS on June 29. They are using the state provided system on our system. The state and county automated systems are not integrated or interfaced. Any new information from PeopleLink has to be manually entered into WiSACWIS and vice versa. We are in the process of doing the project plan to eliminate the double data entry. Three interfaces will be completed to eliminate the manual effort. Biagioli said he is two staff members short. He is selecting a project manager from a consulting company to drive this project to completion. Interviews have been set up with two prime candidates. Two consultants and one in-house staff are currently working on this.

Mitchell said it sounds expensive to hire a consultant for this. Biagioli said that is why he brought the issue to the county board to change the project scope. It will cost an additional \$165K to finish this initiative. The remaining \$140K in the capital project will be spent in 2005 to analyze how to automate the department. He's not sure Creative Socio Medics is the right vendor for the department.

#### **Update on the Issues Surrounding Avatar PM for Health and Human Services**

Biagioli said about one month ago we put Creative Socio Medics on notice that their work was unacceptable. We had communications with the CEO informing him we were losing money because his company is seven months behind schedule. We haven't been able to electronically bill Medicare or Medicaid according to HIPPA requirements. This was to have been handled. In the last two weeks they put a team on this initiative. We identified 18 issues with their system. Fourteen of these issues were tied to the system's inability to handle electronic billings per state and federal HIPPA requirements. Of these 14 issues, all have been corrected. Final testing of the remaining four issues is in progress. There are ten more issues to be tested to pass the EDI requirements and then will be submitted to the state and federal governments for testing. We will be notified when all is working. The county will receive payments for what is due. We still need to finish the private pay component of the system. Biagioli said he believes we will have the ability to pay in place by the middle of September, which is eleven months after it was due.

Mader said Esler was at the NACo conference in Arizona and talked to a Creative Socio Medics vendor who was at the conference. Esler explained the problems Waukesha County is having with the company to the representative. The representative immediately called the company to share the story and told Esler that the president of the company will call him.

Pickens said HIPPA keeps changing. What will they do to keep in compliance with the changes? Biagioli said he expects the changes will come out in bulletins with specific dates for changes. They have problems with the state HIPAA laws because each state has different laws. Once the ability to pay module is in place, they are thinking of marketing this to other agencies throughout the United States. They talked to us last week to get the business requirements and documents. We corrected the business requirements and they will put it into the base product. They didn't understand the requirements of the ability to pay module.

Paulson asked what took so long to turn up the heat? Biagioli said he thinks we needed an external project manager for this project who wasn't involved in county politics to drive this to completion. It is working on the tax replacement system at the Communications Center. He doesn't have the ability to put a project manager in place. An external project manager can tell you what to change internally and what to ask the company to change. The value comes from the extra pair of expert eyes telling you when you are doing things, when you should change your workflow and when to ask to have changes made to the software. Pickens said the county will save weeks of efforts because of outside advisement and effort. Sometimes the staff is too busy to see the best path. It's the nature of the workload. Biagioli said he needs this kind of expertise to drive projects forward.

#### **Update on the Replacement of Tax System**

Biagioli said we are using Whitman Hart, an external project manager, to help us define workflow for Easy Access. They will also help us to determine how Easy Access should change to meet Wisconsin needs and the county's work requirements. We will ask Whitman Hart to continue through the process because of the great job they have done. The system will be implementation ready at the end of June 2005 which is much sooner than we could have done internally. The changes to the system described by Waukesha County will make Easy Access more easily marketed in Wisconsin. Once the system is in place, we will begin developing the requirements to replace the cashier piece in the Register of Deeds office which will be the basis of the countywide cashing function.

Pickens said sometimes it is easier for users to change their workflow to better link with the software. Changing workflow can save time and money by becoming a better fit for the software. Customization should meet the requirements of the business flow not an individual's interests.

#### **Update on the Production Move to Protect for the District Attorney's Office**

Biagioli said we completed our fifth test data run on July 19 and it was successful. We are working on minor clean up issues now. The District Attorney's staff is pleased with the results. He expects the system to be running in three weeks. When the sixth test run of conversion data is completed, the state will tell us when we can activate the system. There will be a few days when data will not be entered into the system in anticipation of the new system. The state predicts E-Citations will be ready by mid-September. When this is ready, the District Attorney's office will convert to the Protect System. The Clerk of Courts and the District Attorney's offices need to have E-Citations useable by the time Protect is working.

Pickens asked if a full or partial conversion will take place? Biagioli said it is a full conversion and is not stepped.

**Review of Technology Requests for 2005**

Biagioli handed out a description and table of the 2005 technology requests. All projects mandated for completion in 2005 will be given priority. The Technology Steering Committee ranked the balance of projects by importance. Three projects were deferred until 2006 and two projects were cancelled.

**Motion to Adjourn**

**MOTION:** Paulson moved, Mitchell second, to adjourn the meeting at 9:57 a.m. **Motion carried:** 4 - 0.

Respectfully submitted,

Duane E. Paulson, Secretary  
Information Management Panel